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Woolworths MarketPlus Change of Mind Return Guide

As set out in the [Woolworths MarketPlus Returns & Refunds Policy](#), all WMP sellers are required to offer a 30-day Change of Mind return for all WMP marketplaces (BIG W, Everyday Market and Everyday Rewards Shop).

This guide clarifies the policy and process in detail. Please check this article in conjunction with the Woolworths MarketPlus Returns and Refunds Policy.

Woolworths MarketPlus Change of Mind Policy

As a seller on Woolworths MarketPlus, offering a 30-day Change of Mind return is required to sell on the platform. To qualify for a Change of Mind return, the product received must be in 'as new' condition and be returned within 30-days of dispatch. Sellers are not required to accept a Change of Mind return on any product that shows signs of use, damage, or alteration.

Condition	Details
'As New'	Unopened, unused, unworn, in resalable condition.
Packaging	Must be in its original packaging with all original seals intact (where applicable) and all accessories included.
Refurbished	Must show no signs of additional wear or damage beyond its original refurbished state.

Return Shipping Cost

For Change of Mind returns, customers are responsible for the return shipping. BIG W Market and Everyday Rewards Shop offer self-serve return features, automatically deducting a \$15 return shipping fee from

customers' overall refund amount when the return is approved.

Other Return Fees

The price paid for the item by the customer must be refunded in full, and we do not allow sellers to charge additional fees associated with the change of mind return (i.e. restocking fees). You do not need to refund any amounts charged to the customer to ship the item to them, however, if the item is a 'Free Shipping' item, you cannot deduct a shipping cost from the refund.

Change of Mind Returns Policy Information on Listings

A **standardised Change of Mind policy text** will be automatically provided and displayed on every Product Display Page across all marketplaces.

Sellers have the flexibility to **add clarifying copy** about their specific returns and refund processes (beyond the WMP Returns & Refunds Policy) through the Seller Portal. This custom text may be shown on the Product Display Page and/or Seller Page, depending on the Marketplace features.

Sellers are able to have more generous change of mind returns policies, however, all seller policies must be, at a minimum, consistent with this policy and with a customer's Australian Consumer Law rights. Sellers who publish or attempt to apply policies inconsistent with these rights in breach of this policy risk suspension or termination of their seller accounts.

Categories Exempt from Change of Mind Returns

Woolworths MarketPlus sellers are not required to offer Change of Mind returns on categories such as (unless the product is faulty):

- any products classified as being a dangerous or prohibited item by Australia Post (eg. flammable liquids such as nail polish or perfume, soft drink makers)
- big and bulky items (with a gross weight greater than 22kg, shipping length greater than 105cm and shipping dimensions greater than 0.25 cubic metres) (e.g. trampolines, mattresses);
- personal and hygiene-sensitive items (e.g. underwear & intimates, pierced jewellery)
- perishable goods (e.g. flowers, foods) and gift hampers;
- custom-made, monogrammed, personalised, or altered items;
- e-gift cards;
- prepaid SIMs and mobile starter packs.

Return Inspection & Refund Approval

Upon receipt of the returned product, Sellers will have up to 2 business days to inspect a product and ensure that it meets the 'as new' condition criteria. Once a return is approved, you must issue a refund in the Seller Portal and solve the ticket within 2 business days, and the customer will be issued a refund for the cost of the product.

Note: From **8 September 2026**, you will have **3 business days** to inspect, approve and refund a returned item. See our full announcement [here](#)

Please review the [WMP Return Guidebook](#) for more information about the Seller and Customer journey.

Return Address

Sellers are responsible for ensuring their current [return address](#) is always listed in the WMP Seller Portal, as this is the address used for all returns lodged through the Self-Serve Return feature. To update your return address, please [contact Seller Support](#). Once the update has been processed by our team, all new return labels will reflect the updated address.

For any returns lodged via enquiry tickets, Sellers can provide any address for the customer to return products.

Returns Due To Product Issues

If a customer's product is faulty, damaged or incorrect and they contact you, you should be sure to:

- Understand your [Australian consumer guarantee obligations](#) for each product you sell and comply with these obligations when a customer reports an issue with a product you have sold on Woolworths MarketPlus.
- Respond promptly to customer queries and concerns in accordance with [Woolworths MarketPlus Seller Service Level Agreement](#).
- Aim to resolve customer concerns quickly and efficiently in accordance with a customer's Australian consumer guarantee rights.

If you do not meet these requirements, consumers can escalate their concerns to Woolworths MarketPlus, and our Escalations Team will attempt to resolve issues with sellers and customers. If a seller refuses to resolve the customer's legitimate concerns consistent with their obligations under this policy or Australian Consumer Law, Woolworths MarketPlus may intervene to ensure customers receive an appropriate remedy, and will seek compensation back from the seller for any amounts paid.

Sellers must also familiarise themselves with the [Woolworths MarketPlus Returns & Refunds Policy](#) and ensure adherence to both Australian Consumer Law (ACL) and Woolworths MarketPlus policy.

Change of Mind Returns Across the WMP Marketplaces

	BIG W	Everyday Market	Everyday Rewards Shop	
COM return window	Minimum 30 days			Can be extended beyond 30 days at Seller's discretion.
Self-Serve Return				BIG W & Everyday Rewards Shop: Available for COM reasons only, within 30 days of dispatch Everyday Market: Unavailable - All COM returns to be lodged via enquiry tickets
Self-Serve Return Shipping Fee	\$15 Covered by customer	N/A	\$15 Covered by customer	For returns lodged via enquiry tickets for all marketplaces, the shipping cost is determined by Seller.
"Help with an item" return				

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